

INVITATION TO TENDER

Tender Name: The Provision of Travel Management Services to PPECB

Tender Number:
RFP/FIN/TMS/2022/06



Date of Issue	Monday 03 October 2022
Online Briefing Session	Wednesday 12 October 2022 (Refer to 3.10)
Closing Date & Time	Tuesday 25 October 2022 @ 11h00am
Bid Validity Period from date of Closure	150 Days
Method of Submission	Tender box: PPECB Head Office, 45 Silwerboom Ave, Platteklouf, Cape Town, 7506 and An electronic submission, that must be stored via Microsoft OneDrive
Tender Enquiries	Mphumzi Mehlomakulu E-mail: Mphumzim@ppecb.com Tel: +27 21 930 1134
PPECB business hours	08:15 – 16:45
Category	Guest Services

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CONFIDENTIALITY AND PROPRIETARY NOTICE

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1 Invitation to Tender

Bidder(s) are invited to tender for the appointment of a Travel Management Company to provide travel management services to the Perishable Products Export Control Board (PPECB). The successful Bidder(s) will enter into a contract with the PPECB for a period of five (5) years with an option to renew for an additional two (two) years on the same terms and conditions.

Bidder(s) must comply with the instructions of all the requirements of this Invitation to Tender. Non-compliance may lead to a tender not being considered by the PPECB.

The bid and accompanying documents must be carefully parcelled, sealed, and delivered as per the instructions in this document no later than the closing date and time specified on the invitation to tender cover (page 1).

2 PPECB Background

The PPECB is a Schedule 3A national public entity that is constituted and mandated in terms of the PPEC Act, No. 9, of 1983 to perform cold chain services. The PPECB also delivers inspection and food safety services as mandated by the Department of Agriculture, Land Reform and Rural Development under the APS Act, No.119 of 1990.

The PPECB's Executive Authority is the Minister of the Department of Agriculture, Land Reform and Rural Development who appoints the board members. The board comprises of representatives from the perishable product industries.

The PPECB employs ± 1 020 people, who deal with more than 200 products and 500 varieties. There are more than 50 service types, over 30 offices in 13 production regions, at more than 1,500 locations. A large percentage of staff are inspectors and therefore not office bound. In addition to these offices the PPECB also has several sub offices that operate on a seasonal or ad-hoc basis.

The PPECB, mandated by the Minister of the Department of Agriculture, Land Reform and Rural Development has been delivering end-point inspection services on perishable products destined for export since 1991. Inspectors stationed across the country; deliver inspection services on 200 product types at more than 1500 locations.

The PPECB is responsible for South Africa's cold chain management and ensures that products for export are handled, stored and transported at specific temperatures and optimum conditions.

Please visit the PPECB's website on www.ppecb.com for more information on the PPECB.

3 Conditions of Tender and Tender Instructions

3.1 Central Supplier Database

Bidder(s) are required to register on the Central Supplier Database ([Welcome - Central Supplier Database Application \(csd.gov.za\)](http://www.csd.gov.za)) and to include their Master Registration Number (Supplier MAAA Number) in SBD1 in order to enable the PPECB to verify the supplier's tax status, company registration, bank details, directors and shareholders.

3.2 Cost of proposal preparation

The PPECB is not liable for any costs incurred by a Bidder(s) in the process of responding to this invitation, including post submission tender activities, such as responding to clarification questions, preparing for, and conducting presentations and demonstration, responding to PPECB due diligence requirements.

3.3 Questions from Bidder(s) & additional tender information

Each Bidder(s) must ensure that they are familiar with the Tender Documents and understand the obligations that will apply if the Tender is accepted by the PPECB.

Should the Bidder(s) wish to clarify aspects of this Tender or the acquisition process, they must contact, via email, the officials listed on the Tender cover page. The Bidder(s) must ensure that they use the Tender Number and Name as reference in any communication with the PPECB.

Any queries relating to the Tender Documents must be sent no later than **ten (10) days** before the closing date of Tender. No questions will be responded to after the deadline for submission of questions.

3.4 Changes to the specification

Should it be necessary to revise any part of this specification document, an addendum setting out such revisions will be published on the E-Tenders and the PPECB website.

Any amendment or change of any nature made to this Tender Documents shall only be of force and effect if it is in writing, signed by a PPECB authorized signatory and added to this Tender as an addendum.

3.5 Clarification from Bidder(s) following tender submission

PPECB may request written clarification, documentary evidence or further information regarding any aspect of this Bidder(s) tender submission. The Bidder(s) must supply the requested information in writing within the time frames stipulated by the PPECB, otherwise the proposal may be disqualified.

3.6 Declarations of Interest

Bidder(s) must make full disclosure where interest exists or may exist between parties under the proposed contract. In the event that a conflict of interest exists between the most advantageous Bidder(s) and the PPECB, and this was not disclosed, the said Bidder(s) bid will not be accepted. The next most advantageous Bidder(s) will be awarded the contract.

3.7 Tender Award

The award of the tender is subject to receiving approval from the Bid Adjudication Committee and, where necessary, the Board of the PPECB.

3.8 Bidder(s) Acceptance of Tender Conditions

By submitting a proposal in response to this Tender, the Bidder(s) acknowledges and accepts all the terms and conditions herein and the evaluation process and criteria.

3.9 Document Ownership

This document and the information contained within it are for vendor use only, for the purposes of preparing a response to this Tender. The document is not to be duplicated and distributed, nor is its information to be disclosed to any third party without PPECB's written permission.

3.10 Briefing Sessions

- 3.10.1 The briefing session will be conducted online via Microsoft Teams unless a physical site meeting is required.

- 3.10.2 Should the Bidder intend to attend the briefing session, please **RSVP** to Mphumzim@ppecb.com at least two days before the session using the Tender Number and Name as the Reference.

3.11 Bidder(s) Authorised Signatory

Proposals submitted by companies must be signed by a person or persons duly authorised thereto. The Bidder(s) must provide proof of authority to sign this bid (e.g. resolution of board of directors).

3.12 Joint Ventures, Consortium or Trusts

Bidder(s) must submit proof of the existence of joint ventures and/or consortium arrangements. PPECB will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement. In the B-BBEE Codes, these are referred to as incorporated joint ventures or unincorporated joint ventures (such as a consortium).

The joint venture and/or consortium agreements must clearly set out the names and roles and responsibilities of the Lead Partner in the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, with the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement. In addition, provide the following information:

- Entity(ies) that will be guaranteeing contract performance;
- Date of Joint Venture formation, if applicable; and
- Details regarding the nature of the agreement between the Joint Venture Partners including the proposed percentage division of work between the constituent members. Each party to the Tender, if that party is a subsidiary company, is required to give details of the extent to which the holding company and related subsidiaries and associates are prepared to provide guarantees.

3.12.1 Preference Points for Joint Ventures, Consortiums or Trusts

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, if the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

3.13 Proposal Withdrawal

Should the Bidder(s) withdraw the proposal before the proposal validity period expires, PPECB reserves the right to recover any additional expense incurred by PPECB having to accept any less favourable proposal or the additional expenditure incurred by PPECB in the preparation of a new Tender and by the subsequent acceptance of any less favourable proposal.

3.14 Extension of Proposal Validity Period

Should the evaluation of the proposals not be completed within the validity period, PPECB has discretion to extend the validity period. Upon receipt of the request to extend the validity period of the bid, the Bidder(s) must respond within the required timeframes and in writing on whether or not it agrees to hold its original proposal responses valid under the same terms and conditions for a further period.

3.15 Reference Checks

In the evaluation of proposal, PPECB reserves the right to conduct independent reference checks.

3.16 Additional Information

PPECB reserves the right to obtain additional information from the Bidder(s) after the bid closing date to clarify aspects of the Bidder(s) proposal.

Should such a request be made, the Bidder(s) must respond within the timeframe specified in the request. Should a Bidder(s) fail to respond or respond after the specified deadline, the Bidder(s) proposal may no longer be considered for further evaluation.

3.17 Rejection of proposal

- 3.17.1 PPECB reserves the right to reject any proposal found to be inadequate or non-compliant to the Scope of the Terms of Reference.
- 3.17.2 PPECB may reject a bid if doesn't comply with the instruction of submission of the proposal referred to above
- 3.17.3 No tender will be awarded if the proposed solution does not meet the technical compliance criterion as set out in the tender documents.

3.18 Data Protection

The Bidder herewith consents to the processing of it's Personal Information, as defined in the Protection of Personal Information Act 4 of 2013 and any other applicable data protection legislation, for the purposes of the evaluation, adjudication and appointment of a successful Bidder. Where applicable, the Bidder warrants that it has obtained the necessary consent to process any personal information of its employees and/or any third parties whose personal information is provided for this bid. The Bidder(s) consents that PPECB may verify personal information, where necessary, with the National Treasury CSD website and any other regulatory/ industry or any accredited/certification bodies. Should the Bidder(s) wish to withdraw its consent as discussed above at any time, it must do so in writing and address such notification to the Procurement Manager of the PPECB. The personal information collected for the purpose of this bid will be retained for a period of three years after the bid has been awarded. The personal information of the successful Bidder(s) must be retained in accordance with the PPECB's document retention policy.

Any personal information and Confidential Information of the PPECB which may be provided during the bidding process may only be processed by the Bidder(s) for the purposes of this bid.

3.19 Disclaimer

This specification document is an invitation for tender only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its tender response, Bidder(s) shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this Tender. The PPECB makes no representation, warranty, assurance, guarantee or endorsements to Bidder(s) concerning the tender, whether with regard to its accuracy, completeness or otherwise and the PPECB shall have no liability towards the Bidder(s) or any other party in connection therewith.

3.20 Confidentiality

Some of the information contained in the Tender Documents may be of a confidential nature and must only be used for purposes of responding to this Tender. This confidentiality clause extends

to Bidder(s) partners or consortium members whom you may decide to involve in preparing a response to this Tender.

For purposes of this process, the term “Confidential Information” shall include all technical and business information, including, without limiting the generality of the foregoing, all secret knowledge and information (including any and all financial, commercial, market, technical, functional and scientific information, and information relating to a party’s strategic objectives and planning and its past, present and future research and development), technical, functional and scientific requirements and specifications, data concerning business relationships, demonstrations, processes, machinery, know-how, architectural information, information contained in a party’s software and associated material and documentation, plans, designs and drawings and all material of whatever description, whether subject to or protected by copyright, patent or trademark, registered or un-registered, or otherwise disclosed or communicated before or after the date of this process.

The receiving party shall not, during the period of validity of this process, or at any time thereafter, use or disclose, directly or indirectly, the confidential information of PPECB (even if received before the date of this process) to any person whether in the employment of the receiving party or not, who does not take part in the performance of this process.

The receiving party shall take all such steps as may be reasonably necessary to prevent PPECB’s confidential information coming into the possession of unauthorized third parties. In protecting the receiving party’s confidential information, PPECB shall use the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use or disclosure of the confidential information as the receiving party uses to protect its own confidential information.

Any documentation, software or records relating to confidential information of PPECB, which comes into the possession of the receiving party during the period of validity of this process or at any time thereafter or which has so come into its possession before the period of validity of this process:

- shall be deemed to form part of the confidential information of PPECB,
- shall be deemed to be the property of PPECB;
- shall not be copied, reproduced, published or circulated by the receiving party unless and to the extent that such copying is necessary for the performance of this process and all other processes as contemplated in; and shall be surrendered to PPECB on demand, and in any event on the termination of the investigations and negotiations, and the receiving party shall not retain any extracts thereof.

3.21 General legal conditions

The preparation of response will be made without obligation to acquire any of the items included in any Bidder(s) proposal or to select any proposal, or to discuss the reasons why such Bidder(s) or any other proposal was accepted or rejected.

While information in this Tender document has been prepared in good faith, it does not purport to be totally comprehensive, nor to have been independently verified. PPECB does not accept any liability for its adequacy, accuracy, or completeness, nor does it make representation or warranties with respect to information contained in it, or upon which the Tender is based.

Prior to submitting the proposal, Bidder(s) should satisfy themselves of the accuracy and completeness of all the information submitted. Bidder(s) should be confident that the pricing

submitted is sufficient for the company to meet all its obligations in terms of this Tender document and any contract that may result from this Tender process. Failure to do so may lead to disqualification.

3.22 Tender submissions

Bidder(s) are required to submit detailed proposals to demonstrate their ability to provide the services they will deliver on this Tender. A detailed specification of the services required by PPECB is contained herein.

For further tender instructions, refer to Tender submission instructions, refer to Section 6.

3.23 Definitions

Accommodation means the rental of lodging facilities while away from one's place of abode, but on official business.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

Approver means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.

Car Rental means the rental of a vehicle for a short period of time by a Traveller for official business.

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

Global Distribution System (GDS) travel system that is used in the travel industry.

International travel refers to travel outside the borders of the Republic of South Africa.

Lodge Card is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the Bidder(s) at to which all expenditure is charged.

Management Fee is the fixed negotiated fee payable to the Bidders in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets).

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

Online Booking Tool (OBT) tool or system used by Bidder(s) for online travel bookings

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Relief Duty Accommodation refers to the performing of work duties away from normal place of work. As a result of this, additional personnel are required to assist in these areas in order to provide relief to the existing personnel in terms of work burden and therefore accommodation is required

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Service Level Agreement (SLA) is a contract between the Bidder(s) and Government that defines the level of service expected from the Bidder(s), which shall be in addition to the Master Services Agreement to be signed between the Parties.

Transfers/Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work/home to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the Bidder(s). These fees include visa fees and forex fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to an employee, consultant or contractor travelling on official business on behalf of PPECB.

Travel Request Form is the form utilised to request travel for official business purposes and must be approved by the relevant Approver.

Travel Booker is the person coordinating travel reservations with the Bidder(s) on behalf of the Traveller

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

4 Terms of Reference

4.1 Background

The PPECB's current Travel Management Company (TMC) manages the travel management services within the travel management lifecycle of the PPECB. There are some third-party services (car rental, shuttles, and airport parking nationally) that are managed by the PPECB, but going forward these services should be handled by the appointed Bidder(s)

The current process is the Traveller sends a Travel Request Form (excel form) to the Travel Booker who logs into the Online Booking Tool (OBT) to make the booking. The booking is made, and the booking is approved by the Cost Centre Approver. The TMC issues the necessary travel documentation to the Traveller and Travel Booker.

The Travel Request Form is currently manual (excel) but this functionality needs to be included in the OBT that the Bidder(s) will propose to the PPECB, to align with the PPECB's digital transformation strategy (manual to online). It should also be noted that PPECB is in the process of implementing a new Enterprise Resource Planning system (Microsoft Dynamics 365).

The travel services are done off-site by the current TMC and there is no inhouse travel agent on the premises.

The PPECB's primary objective in issuing this RFP is to enter into an agreement with the successful Bidder(s) who will achieve the following:

- Provide PPECB with the travel management services that are consistent, reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- Achieve significant cost savings for the PPECB without any degradation in the services;
- Assist by contributing towards the PPECB's digital transformation strategy by providing an efficient OBT to streamline all travel services for the PPECB.
- Provide accurate reporting, early warnings and travel advice

4.2 Scope of Service

The PPECB requires proposals for the provision of Travel Management Services to the PPECB as outlined below:

4.2.1 Travel Volumes

The table below shows the number of estimated transactions for each service provided by the current TMC for the last 5 years (Dec 2017 to July 2022).

	Dec-17	Jan-Dec 2018	Jan-Dec 2019	Jan-Dec 2020	Jan-Dec 2021	Jan-Jul 2022
TRAVEL TYPE	TRNS	TRNS	TRNS	TRNS	TRNS	TRNS
DOMESTIC AIR TRAVEL	0	1480	1603	396	204	373
DOMESTIC HOTEL	0	566	861	295	445	393
DOMESTIC CAR	0	1882	554	81	56	27
INTERNATIONAL AIR TRAVEL	4	23	29	3	1	12
INTERNATIONAL HOTEL	0	12	41	8	2	19
REGIONAL AIR TRAVEL	0	2	0	0	0	0
MISCELLANEOUS	0	45	29	12	14	9
AFTERHOURS	0	13	34	3	2	7
RAIL	0	1	4	1	0	4
DOMESTIC RAIL	0	0	2	1	0	0
BUS	0	0	45	0	0	0
TRANSFERS	0	1	5	0	0	0
ANCILLIARY, AIR DOMESTIC	0	8	33	8	1	0
ANCILLIARY, AIR INTERNATIONAL	0	0	4	0	0	4
TRANSACTION FEE	4	1882	2787	725	717	804
	8	5916	6032	1554	1447	1659

The figures for 2020/2021 are substantially lower due to COVID-19 and travel restrictions and excludes relief duty accommodation bookings.

The volumes noted below is an average of the number of transactions per annum per service for PPECB. The lines highlighted below are new services that the PPECB will require from the Bidder(s) which were previously done by the PPECB third party suppliers.

Service Category	Average transactions per annum
Air travel - Domestic	700
Air Travel - Regional	10
Air Travel – International	25
Car Rental - Domestic	600
Car Rental - Regional	10
Car Rental – International	0
Accommodation - Domestic	600
Accommodation - Regional	10
Accommodation – International	40
Relief Duty Accommodation	1200
Bus/Coach bookings	0
Train - Domestic	0
Train - International	10
Conferences/Events	30
After Hours Call Centre	30
Transfers/ Shuttle Services - Domestic	100
Airport Parking	50
Forex	25
Visa application assistance	15
GRAND TOTAL	3555

4.3 Service Requirements

4.3.1 General

The Bidder(s) will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- The travel services will be provided to all PPECB's board members, permanent, temporary, contracted travellers, authorised guests, interview candidates and independent contractors or consultants who are required to travel for official business on behalf of the PPECB.
- Provide travel management services during normal office hours from Monday to Friday (08h30 – 17h00) and provide after hours and emergency support from 17h00 to 08h30 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays
- Provide an efficient OBT for the PPECB Travel Bookers to use to make travel bookings and update Travellers' profiles. This tool should include an **Online Travel Request Form to replace the current manual process.**
- Familiarisation with the PPECB Business Travel Policy and National Treasury

Guidelines/Instructions and implementation of controls to ensure compliance. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the Bidder(s) account, subject to the outcome of a formal dispute process.

- e. Bidder(s) must submit valid proof of accreditation with IATA (International Association of Travel Agents). **This is a mandatory requirement and if not supplied will be disqualified from the technical evaluation.**

4.3.2 Reservations

The Bidder(s) will:

- a. provide an efficient and state of the art OBT to the PPECB to make the necessary travel bookings;
- b. must compare the best price of the day of various airline fares, accommodation establishment rates and car rental rates before confirming a booking, maintaining the principles of competitiveness and cost effectiveness in supporting the PPECB sustainability;
- c. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- d. ensure confidentiality in respect of all travel arrangements and concerning all persons requested by the PPECB and to always endeavour to make the most cost-effective travel arrangements for any offline travel booking based on the request from the Travel Booker;
- e. apprise themselves of all travel requirements for destinations to which Travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary;
- f. book the negotiated discounted fares and Government rates where applicable;
- g. all rates offered by Bidder(s) to the PPECB for domestic air and land arrangements must be net and non-commissionable. This will include rates offered by domestic airlines, hotels, car rental companies and the informal accommodation market e.g. Guest Houses, Bed & Breakfast or similar establishments;
- h. any commissions earned through the PPECB volumes will be reimbursed to the PPECB. Where it is found or suspected that commissions are earned by the Bidder(s) for a the PPECB's travel bookings, the PPECB may demand that all these commissions be declared and reimbursed or set-off against the Bidder(s) fees to the credit of the PPECB;
- i. only the services as approved and described on the Travel Voucher that correspond with the Travel Request Form is for the account of the PPECB and the Bidder(s) only invoices this. The PPECB may instruct the Bidder(s) to invoice all other unauthorised expenses separately to the Institution. The Institution must settle the account, and if the Traveller is found liable, recover the amount from the Traveller, subject to the applicable prescripts;
- j. must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes;
- k. respond timely and process all queries, requests, changes and cancellations timeously and accurately;
- l. must be able to facilitate group bookings (e.g. for meetings, conferences, events,) must issue all necessary travel documents, itineraries and vouchers timeously to Traveller(s) prior to departure dates and times;
- m. book airport parking facilities for all Travellers at **all major airports** where required;
- n. book transfer/shuttle services for all Travellers when/if required;
- o. advise the Traveller of all visa and inoculation requirements well in advance for international travel;
- p. assist with visa applications where Travellers are unable to apply online or appear in person;
- q. assist with the arrangement of foreign currency (forex) and the issuing of travel insurance for international trips where required; and
- r. note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.

4.3.3 Air Travel

- a. Traveller Bookers must be able to use the Bidder(s) preferred OBT to book domestic/regional flights for full-service carriers as well as low-cost carriers. The OBT to provide the Travel Booker with flight options from multiple service carriers and the lowest cost option to be selected (where possible);
- b. In order to make full use of the corporate discounts, Bidder(s) to ensure the relevant deal codes assigned to Government by the airlines, are loaded onto the OBT;
- c. Tickets are to be issued and charged to the PPECB Amex card. Airline tickets must be delivered electronically via email to the Traveller(s) and Travel Bookers promptly after booking. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable);
- d. The Bidder(s) will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter;
- e. The Bidder(s) must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable; and
- f. International flights bookings. Bidder(s) to provide a detailed booking process on how international flights are made (offline through travel consultant or on OBT). Three quotes are required and should include rules and conditions of airfares as well as luggage. Quotations should be the most cost effective and be the best routings for the travel programme provided.

4.3.4 Accommodation

- a. Bidder(s) to negotiate the best rates available with all accommodation establishments on behalf of the PPECB and to ensure rates do not exceed the maximum allowable rates noted in PPECB Business Travel Policy. PPECB will supply Bidder(s) with list of third-party accommodation suppliers to load onto the OBT;
- b. In order to promote the grading establishments throughout the country, Cabinet approved that government institutions should procure accommodation only from graded establishments and that, in instances where graded accommodation is not available, the use of establishments which are not graded by the Grading Council may be permitted. Accommodation establishments offered by the Bidder(s) on the OBT should show the grading star of the establishment;
- c. All accommodation bookings to be done via the OBT by the Bidder(s). When choosing domestic or international accommodation, the Bidder(s) must choose the lowest rate available at suitable accommodation establishments within reasonable distance from place of duty;
- d. Accommodation vouchers must be issued to Travellers for accommodation bookings and to be charged to PPECB account;
- e. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees;
- f. The Bidder(s) must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the PPECB Business Travel Policy;
- g. International accommodation bookings. Bidder(s) to provide a detailed booking process on how international accommodation bookings are made. Three quotations required and should include cancellation and conditions of accommodation bookings. Quotations should be the most cost effective and in the locations of the travel programme provided.

4.3.5 Relief Duty Accommodation

- a. Relief Duty refers to the performing of work duties away from normal place of work. As a result of this, additional personnel are required to assist in these areas in order to provide relief to the existing personnel in terms of work burden and therefore accommodation is required;
- b. Relief duty accommodation refers to accommodation in remote areas for the inspectorate for long periods of time and primarily self-catering accommodation (room only). Remote areas include outer

regions of Lower Orange River, Tzaneen, Groblersdal, Hex Valley;

- c. The PPECB will negotiate and confirm the dates, rates, and number of rooms with third party suppliers for relief duty. The Bidder(s) will only be responsible for the payment of the invoices and should include the cost for this service in the Pricing Schedule (**Annexure A3**);
- d. Accommodation of this nature requires payment to be paid 30 or 7 days from invoice and therefore the Bidder(s) need to be able to meet these payments terms;
- e. PPECB will transfer the current supplier data base for the relief duty accommodation and any new suppliers identified after the transfer of the supplier data base will be registered by Bidder(s); and
- f. The Bidder(s) must provide a transaction fee or billing options for this type of service.

4.3.6 Car Rental and Shuttle Services

- a. The Bidder(s) will book the approved category vehicle in accordance with the PPECB Business Travel Policy with the Bidder(s) appointed car rental service providers from the closest rental location (airport, hotel and venue);
- b. Bidder(s) to negotiate Government rates for car rental services on behalf of the PPECB. At least three car rental companies to be available for PPECB bookings. See attached National Treasury (**Annexure C – Car Rental Groups**);
- c. The rates to include rental for **Group B** vehicle, super waiver cover, super theft loss waiver, tyre and windscreen damage and minimum of 100 free kilometres per day. Any accident/damages to any rental vehicle to be administrated and concluded by Bidder(s) and if any costs to be billed back to the PPECB;
- d. The Bidder(s) must ensure that relevant information is shared with Travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages, and accidents;
- e. The Bidder(s) to book shuttle/transfer services on behalf of the PPECB. Transfers can also include bus and coach services. The Bidder(s) should also assist in negotiating the best rates with relevant shuttle companies;
- f. For International Travel, the Bidder(s) may offer alternative ground transportation to the Traveller that may include trains, buses, and transfers.

4.3.7 Airport Parking Services

- a. Bidder(s) to provide airport parking services at all major airports namely OR Tambo Airport (Johannesburg), Lanseria Airport (Johannesburg), King Shaka Airport (Durban), Cape Town International Airport and Port Elizabeth Airport.
- b. Bidder(s) to negotiate rates with airport parking service providers on behalf of the PPECB and to ensure that an efficient and reliable service is provided to all Travellers.

4.3.8 Conference and Events

- a. The Bidder(s) to source three (3) quotations from various venues that are located as close as possible to the venue/office/location where the Event will take place.
- b. Bidder(s) to provide a detailed plan that outlines the process of managing conferences and events.
- c. Bidder(s) to negotiate the best rates available with all venues as per the PPECB Business Travel Policy conference and accommodation allowable rates and to also enquire if venues offer Government rates.
- d. Bidder(s) must provide estimated transaction fee or billing options for providing this type of service.

4.3.9 After Hours Call Centre

- a. The Bidder(s) must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 08h00) and twenty-four (24) hours on weekends and Public Holidays.

- c. A call centre facility or after hours contact number should be available to all Travel Bookers who will be responsible for any changes that need to be made on behalf of the Travellers.
- d. The Bidder(s) to provide a standard operating procedure for managing after hours and emergency services.

4.3.10 Communication

- a. The Bidder(s) must ensure different methods of communication are used to keep stakeholders informed at all times. Link the business Traveller, Travel Booker and Bidder(s) in one smooth continuous workflow.
- b. All enquiries by the PPECB must be investigated and prompt feedback provided in accordance with the Service Level Agreement.

4.3.11 Change Management and Training Plan

- a. Bidder(s) to provide the PPECB with a detailed Change Management and Training Plan (including timelines) for implementing the OBT and any other travel management services, without interruptions to the PPECB and to ensure a smooth transition between the PPECB current system and the appointed Bidder(s) OBT system.
- b. The Bidder(s) will be required to conduct workshops and training sessions for Travel Bookers and Travellers for the PPECB.

4.3.12 Technology, Management Information and Reporting

- a. The implementation of the Bidder(s) OBT to facilitate domestic/regional bookings is essential to the PPECB to optimise the services and align with PPECB digital transformation.
- b. The Bidder(s) to **provide a mobile application** where Travellers can access all their booking information and be kept informed of any travel news regarding airlines (like baggage policies, checking in arrangements). Bidder(s) to advice on their current mobile app capabilities (i.e. travel request, approvals and workflows).
- c. The Bidder(s) must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools. All management information and data input must be accurate.
- d. The Bidder(s) will implement all the necessary processes and programs to ensure that all data is secure and not accessible by any unauthorised parties and information is only used for its intended purpose as per POPIA.
- e. The successful Bidder(s) will be required to migrate all the user profiles and data from the PPECB current OBT to the Bidder(s) system. A procedure document to be provided on how the data will be migrated.
- f. The Bidder(s) needs to demonstrate compliance with Data Protection legislation (i.e. POPIA) and best practise by explaining how data is processed, protected and retained by the organisation and how this would apply to the PPECB when rendering the required service.
- g. Reports must be accurate as per PPECB's specific requirements at the agreed time. Information must be available on a transactional level including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- h. PPECB may request the Bidder(s) to provide additional management reports. Reports must be available in an electronic format for example Microsoft Excel and be able to integrate with ERP (Microsoft Dynamics 365)
- i. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

Travel

- After hours' Report;
- Compliments and complaints;
- Consultant Productivity Report;
- Long term accommodation and car rental;
- Extension of business travel to include leisure;
- Upgrade of class of travel (air, accommodation, and ground transportation); and
- Bookings outside PPECB Travel Policy.

Finance

- Reconciliation of commissions/rebates or any volume driven incentives;
- Creditor's ageing report;
- Creditor's summary payments;
- Daily invoices;
- Reconciled reports for Travel Lodge card statement;
- No show report;
- Cancellation report;
- Receipt delivery report;
- Monthly Bank Settlement Plan (BSP) Report;
- Refund Log;
- Open voucher report;
- Open Age Invoice Analysis.

4.4 Quarterly and Annual Reviews

- 4.4.1 Quarterly reviews are required to be presented by the Bidder(s) on the PPECB's travel activity in the previous three-month period. These reviews are comprehensive and presented to the PPECB's Procurement and Finance teams as part of the performance management reviews based on the agreed service levels.
- 4.4.2 Annual Reviews are also required to be presented to PPECB's Managers.

4.5 Financial Management

- 4.5.1 The Bidder(s) must implement the rates negotiated by the PPECB with travel service providers or the maximum allowable rates as per the PPECB Business Travel Policy.
- 4.5.2 The Bidder(s) will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to PPECB for payment within the agreed time period.
- 4.5.3 Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews
- 4.5.4 The Bidder(s) will be required to offer a 30-day bill-back account facility to PPECB. 'Bill back', refers to the supplier sending the bill back to the Bidder(s), who, in turn, invoices PPECB for the services rendered for land arrangements. Consolidate Travel Supplier bill-back invoices.
- 4.5.5 AMEX card to be utilised to book airfares. Monthly AMEX statement to be reconciled to air fare transactions booked by the Bidder(s).
- 4.5.6 Consolidate transactions into EDI files to be sent to the PPECB Finance team to upload into the PPECB ERP system (Microsoft Dynamics 365).

- 4.5.7 Where pre-payments are required for smaller Bed & Breakfast/Guest House facilities, these will be processed by the Bidder(s). These are occasionally required at short notice and even for same day bookings. This will also refer to Conference/Events bookings as well as relief duty accommodation where deposits might require 7-day payments to be made.
- 4.5.8 The Bidder(s) is responsible for the consolidation of invoices and supporting documentation to be provided to PPECB's Financial Department on the agreed time period (e.g. weekly). This includes attaching any supporting documentation or invoices reflected on the Bidder(s) bill-back report or the credit card statement.
- 4.5.9 Ensure Travel Supplier accounts are settled timeously.

4.6 Cost Management

- 4.6.1 The National Treasury cost containment initiatives and the PPECB's Business Travel Policy is establishing a basis for a cost savings culture.
- 4.6.2 It is the obligation of the Bidder(s) to always advise on the most cost-effective options, and costs should always be within the PPECB Business Travel Policy.
- 4.6.3 The Bidder(s) plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility, and traveller satisfaction.
- 4.6.4 The Bidder(s) should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with the PPECB's Business Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

4.7 Account Management

- 4.7.1 An Account Management structure should be put in place to respond to the needs and requirements of the PPECB and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 4.7.2 The Bidder(s) must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the PPECB's account.
- 4.7.3 The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.
- 4.7.4 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the Bidder(s) and other travel service providers.
- 4.7.5 Ensure that the PPECB's Business Travel Policy is enforced and adhered too.
- 4.7.6 The Service Level Agreement (SLA) must be managed and customer satisfaction surveys to be conducted to measure the performance of the Bidder(s)
- 4.7.7 During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

4.8 Office Management

- 4.8.1 The Bidder(s) to ensure high quality service to be delivered at all times to the PPECB's Travellers. The Bidder(s) are required to provide PPECB with highly skilled and qualified human resources of the following roles but not limited to:
- Senior Consultants;
 - Admin Back Office (Creditors / Debtors/ Finance Processors);

- Strategic Account Manager (per hour); and
- System Administrator (General Admin).

4.9 Value Added Services

The Bidder(s) must provide the following value-added services as minimum.

- Destination information for domestic, regional and international destinations
 - Travel alerts;
 - Health warnings;
 - Visa information;
 - Airline baggage policy; and
 - Rules and procedures of the airports;
- Travel audits
- Global Travel Risk Management;

4.10 General Notices and Notices pertaining to tariffs/discount adjustment

4.10.1 The Bidder(s) must:

- Furnish the PPECB with notices of imminent tariff adjustments, especially in respect of air travel; and
- Provide the PPECB with notices which the Bidder(s) receives from the airlines and the airports company pertaining to anything that may cause any inconvenience to the travellers, including but not limited to notices of new security and baggage regulations, notices of strikes by relevant personnel and notices of airport refurbishment or changes to the airport's terminal.

5 Pricing Model

PPECB requires Bidder(s) to propose two pricing models being the transactional fee model and the management fee model. PPECB will at their discretion select the best possible cost-effective solution.

5.1 Transaction Fees

Refer Annexure A3: Pricing Schedule

- 5.1.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

Off-site option **(Template 1)**

- 5.1.2 The Bidder(s) must further indicate the estimated percentage split between Traditional booking and On-line bookings.

AND

5.2 Management Fee

Refer Annexure A3: Pricing Schedule

- 5.2.1 The management fee is the total fee per annum that will be charged to PPECB in twelve payments. The PPECB will pay the fee monthly in arrears.

Off-site option **(Template 2)**

5.3 Volume driven incentives

- 5.3.1 It is important for Bidder(s) to note the following when determining the pricing:
- a. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
 - b. No override commissions earned through PPECB reservations will be paid to the Bidder(s);
 - c. An open book policy will apply, and any commissions earned through the PPECB volumes will be reimbursed to PPECB.
 - d. Bidder(s) are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

6 Instructions for Submitting Tender Response

6.1 General Submission Instructions

- 6.1.1 The tender must be submitted in **dual** format:
- 6.1.1.1 A **hard copy** submission, that must be delivered to the designated PPECB Tender Box (refer section 5.3 for physical submission instructions); and
 - 6.1.1.2 An **electronic** submission, that must be stored via Microsoft OneDrive and shared with the email address specified in section 5.4 (refer to section 5.4 for further instructions on the electronic submission)
- 6.1.2 The hardcopy submission (in the tender box) and the electronic submission (via email) must be delivered to the designated addresses **before** the tender closing date and time.
- 6.1.3 No late bid responses will be considered.
- 6.1.4 The tender must be submitted on the Forms of Tender incorporated herein. The forms must be duly signed by each Bidder(s) and submitted in the sequence listed in paragraph 0
- 6.1.5 Envelope submission: Two Envelopes
- 6.1.6 Proposals must consist of two parts, each of which is submitted in a separate package clearly marked:
- 6.1.7 **Envelope 1 – Technical Proposal: RFP/FIN/TMS/2022/06 - Provision of Travel Management Services for the PPECB (No Pricing in this envelope)**
- Bidder(s) must submit one (1) signed, completed original of the Technical Proposal, together with one (1) electronic copy (in PDF format) via Microsoft One Drive (unencrypted). The envelope must contain all information and documentation relating to the tender. Refer to Structure of the Proposal below.
- 6.1.7.1 **No pricing** information must be included in Envelope One (Non-compliance will result in automatic disqualification).
- 6.1.8 **Envelope 2 – Pricing Proposal: RFP/FIN/TMS/2022/06 - Provision of Travel Management Services for the PPECB**
- Bidder(s) must submit one (1) signed, completed original Price Proposal (pricing schedule/schedule of rates as applicable), together with one (1) electronic copy (in MS-Excel format) via One Drive (unencrypted). No technical information must be included in Envelope Two.

6.2 Structure of the Proposal

Envelope 1: Technical Proposal –

1.	Bidder(s) Cover letter on Company Letterhead
2.	Table of Contents Page
3.	Bidder(s) written technical proposal, providing evidence/support for technical evaluation
4.	Specification document, with the declaration section on page 31, completed and signed by the Bidder(s)
5.	SBD 1 – Invitation to Submit Proposal
6.	SBD 4 – Bidder(s) Declaration
7.	SBD 6.1 - Preference Point Claim Form
8.	Valid B-BBEE Certificate ** For a Joint Venture or Consortium, the consolidated B-BBEE certificate of the joint venture or consortium must be submitted (refer paragraph 3.12.1.).
9.	Non-Disclosure Agreement –(Annexure A)
10.	Tax Compliance Pin / Tax Clearance Certificate
11.	In case of a proposal from a joint venture, consortium or subcontracting, the following must be submitted: <ul style="list-style-type: none">• Joint Venture Agreement including split of work and rand value signed by both parties;• The Tax Clearance Certificate / Proof Tax Compliance of each joint venture member;• Proof of ownership/shareholder certificates/copies of Identity document; and• Company registration certificates

Envelope 2: Pricing Proposal

1.	SBD 3.3 – Pricing Schedule
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6.3 Physical Submission - Tender Packaging and Delivery

- 6.3.1 The Technical and Pricing Proposal must be split into two separate envelopes, both sealed, which must then be placed together in an outer envelope or parcel, which must also be sealed.
- 6.3.2 The outer envelope or packaging must be sealed and marked with the following information:
- 6.3.3 **Tender: RFP/FIN/TMS/2022/06 - Provision of Travel Management Services for the PPECB**
Venue:
THE PERISHABLE PRODUCTS EXPORT CONTROL BOARD (PPECB)
45 Silwerboom Avenue
Platteklouf, Cape Town, 7500
- 6.3.4 The sealed Tender submission documents must be placed in the Tender Box in the main reception area at the PPECB Head Office no later than the closing date and time stipulated in the Tender Summary Information (refer cover page).
- 6.3.5 Failure to comply with these instructions may result in the tender being considered ineligible.

6.4 Electronic Submission

- 6.4.1 An electronic copy must be submitted online via Microsoft OneDrive and shared with email address mpfumzim@ppecb.com.
- 6.4.2 The electronic submission must be structured in the same sequence as the physical submission (Individually filed in folders and named accordingly)
- 6.4.3 The electronic copy must be in PDF format with all the relevant documents signed as per hard copy original, but the electronic version must also have the completed pricing matrix in EXCEL format, unencrypted.

7 Evaluation Process and Criteria.

The tender evaluation process will be conducted in compliance with the relevant Supply Chain acts (including, the Public Finance Management Act of 1999, Preferential Procurement Policy Framework Act of 2000), its associated Regulations, and PPECB's Procurement and Preferential Procurement Policies.

The bids will be evaluated based on the following stages and further described below:

- Stage 1 – Administrative Evaluation;
- Stage 2 – Pre-Qualification;
- Stage 3 – Functional / Technical Evaluation;
- Stage 4 – Bidder(s) Presentation;
- Stage 5 – Price and Preference Evaluation; and
- Stage 6 – Objective Criteria (Risk) Evaluation.

Should a Bidder(s) fail on any of the previous stages, they will be disqualified and not be considered for any of the follow-on stages. These different stages are further described below.

7.1 Stage 1 – Administrative Evaluation

The Bidder(s) will be evaluated on the returnable documents for administrative compliance and to confirm if the Bidder(s) meets all the terms and conditions of bid as referenced in this document, including all Annexures.

7.2 Stage 2 – Pre-Qualification

The Bidder(s) must meet the following mandatory competency requirements as **Pre-qualification**:

7.3 Stage 3 - Functional / Technical Evaluation

This bid will be evaluated on functionality. The functional / technical evaluation is further sub- divided in the following sub-stages.

Mandatory Technical Evaluation Criteria.

7.3.1 Mandatory Technical Evaluation Criteria

In their responses, Bidder(s) must state whether (or not) they comply with the below requirements and provide proof.

If a Bidder(s) does not comply with any requirement in the table below, they will be disqualified and not be considered for further evaluation.

No.	Pre-qualification/Mandatory Evaluation Criterion	Comply	Comments / Ref in Proposal
1.	IATA Licence / Certificate a) Bidder(s) must submit their International Air Transport Association (IATA) licence/certificate (certified copy) at closing date. b) Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date.	<input type="checkbox"/> YES <input type="checkbox"/> No	

7.3.2 Weighted/Rated Technical Evaluation

Bidder(s) will be evaluated based on the following Weighted/Rated Technical/Functional Evaluation Criteria.

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
Technical Evaluation		110		
1.	General	18		
1.1	Bidder(s) to submit a Company Profile and to complete Customer Information (Annexure A4) and submit with proposal.	4		
1.2	Bidder(s) must submit three contactable references where similar travel management services were undertaken during the last 5 years. References Template (Annexure A2) to be completed and signed by the Customer <ul style="list-style-type: none"> ○ 1 reference (1 point) ○ 2 references (2 points) ○ 3 references (3 points) 	3		
1.3	Number of years' experience in the travel industry obtained from public sector and/or corporate institutions. <ul style="list-style-type: none"> ○ More than 5 years experience (1 points) ○ More than 10 years experience (2 points) ○ More than 20 years experience (3 points) 	3		
1.4	Bidder(s) must submit comprehensive audited or independently reviewed financial statements for the last 3 completed financial years <ul style="list-style-type: none"> ○ 1 financial statements submitted (1 point) ○ 2 financial statements submitted (2 points) ○ 3 financial statements submitted (3 points) 	3		

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
1.5	Bidders to describe the importance of Customer Satisfaction and how it is reflected in Bidder(s) processes and systems (5 points)	5		
2	Reservations	18		
2.1	Manage all reservations/ bookings. Bidder(s) to describe process of how all travel reservations/ bookings are handled e.g. accommodation; car rental; flights. <ul style="list-style-type: none"> ○ An example of a detailed complex itinerary confirmation that includes air, car, hotel, confirmation numbers (2 points) ○ Example of travel voucher to be issued for Traveller with details (2 points) 	2 2		
2.2	Manage group bookings Bidder(s) to provide detailed plan that outlines the process of how conference/events will be managed and if these bookings would be done by the Bidder(s) or outsourced (4 points)	4		
2.4	Manage airline reservations Bidder(s) to explain the process of booking the most cost-effective and practical routing for the traveller This will include, without limitation: <ul style="list-style-type: none"> ○ The refund process and how you manage the unused non-refundable airline tickets (2 points) ○ Ability to secure special airline services for traveller(s) including waitlist clearance, special meals, travellers with disabilities, (2 points) 	2 2		
2.5	After-hours and emergency services Bidder(s) must have capacity to provide reliable and consistent after hours			

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
	and emergency support to Travel Bookers 24/7/365. <ul style="list-style-type: none"> provide details/Standard Operating Procedure of after-hour support (2 points) how it is accessed by Travel Bookers (2 points) where it is located, centralized/regionalised, in-country (owned/outsourced) (2 points) 	2 2 2		
3	Communication	4		
3.1	Bidder(s) to describe the method of communication that will be used to keep Travellers and Travel Bookers informed of any changes, cancellations, and travel information to ensure a smooth continuous workflow. <ul style="list-style-type: none"> Email (1 point) Email/SMS/Whats App (2 points) Email/SMS/Whats App / Mobile Application (4 points) 	4		
4	Change Management / Training	10		
4.1	Bidder(s) to provide a detailed Change Management and Training plan for implementing the following :- <ul style="list-style-type: none"> travel management services implementation (5 points) online booking tool and mobile application implementation; (5 points) Without service interruptions and to engage with the current TMC to ensure a smooth transition. Training/workshops for Travel bookers as well as Travellers to be included.	5 5		
5	Technology, Management Information and Reporting	28		

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
5.1	<ul style="list-style-type: none"> Bidder(s) to provide the details of proposed OBT that will be used for the PPECB (2 points) List all the services that can be booked on this OBT e.g.; air fares, accommodation, car rental (2 points) The OBT must include an Online Travel Request function to replace the current travel request form (excel sheet) (4 points) 	2 2 4		
5.2	<ul style="list-style-type: none"> Bidder(s) to provide the details of the Mobile Application that will be used for the PPECB (2 points) List the services that can performed on the mobile application and should include ability for Approvers to approve Travel Requests for Travellers (4 points). 	2 4		
5.3	<p>All PPECB user profiles and data will need to be migrated from the PPECB current OBT to the new Bidder(s) OBT system.</p> <p>The Bidder(s) needs to demonstrate compliance with Data Protection legislation (i.e. POPIA) and best practise by explaining how data is processed, protected and retained by the organisation and how this would apply to the PPECB when rendering the required service. (4 points)</p> <p>Bidder(s) to demonstrate how they will manage the PPECB data and the management of information such as:-</p> <ul style="list-style-type: none"> traveller profiles data (2 points) tracking of savings and missed savings, (2 points) tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data (2 points) 	4 2 2 2		
5.4	<p>Bidder(s) to provide 2 actual examples of standard reports namely :-</p> <ul style="list-style-type: none"> Reconciled report for Travel Lodge Card (2 points) After hours report (2 points) 	2 2		

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
6	Quarterly and Annual Travel Reviews	4		
6.1	Bidder(s) to provide examples of a Quarterly and Annual review used for performance management during the life cycle of a contract. <ul style="list-style-type: none"> Quarterly Review (2 points) Annual Review (2 points) 	2 2		
7	Financial Management	6		
7.1	Bidder(s) to demonstrate how they will ensure that the negotiated government rates and maximum allowable rates for air fares, accommodation, conferencing, and car rental are adhered to prevent non-compliance to the PPECB Business Travel Policy (2 points) Bidder(s) to provide details of the management of the 30-day bill-back account facility and lodge card/credit card reconciliation process. (4 points) Bidder(s) to describe process of how pre-payments will be handled where it is required for Bed/Breakfast / Relief duty accommodation. PPECB payment terms as per point 9.7.2 is 30 days from invoice. For some relief duty accommodation payments need to be made 7 days from invoice. (2 points)	2 2 2		
8	Cost Management	4		
8.1	<ul style="list-style-type: none"> Bidder(s) to provide a detailed strategic cost savings plan for the contract duration. (2 points) Bidder(s) to describe how they will assist the PPECB to realize cost savings on annual travel spend (2 points) 	2 2		

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
9	Account Management	8		
9.1	Bidder(s) to provide the proposed Account Management structure / organogram. (2 points)	2		
	Bidder(s) to demonstrate what quality control procedures/ processes have in place to ensure that clients receive consistent quality service (2 points)	2		
	Bidder(s) to submit complaint handling procedure (2 points)	2		
	How will Bidder(s) manage the service levels in the SLA and do customer satisfaction surveys? (2 points)	2		
10	Office Management	4		
10.1	Bidder(s) to provide an overview of back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow. (2 points)	2		
	Describe roles and responsibilities of assigned staff and provide management hierarchy. (2 points)	2		
11	Value Added Services	6		
11.1	Bidder(s) to list and provide information regarding any additional value-added services that are not noted in Point 4.9 of the document. 3 additional services (3 points) 4 additional services (4 points) 5 or more additional services (6 points)	6		
TOTAL TECHNICAL EVALUATION		110		

#	Technical Evaluation Criterion	Points	Reference Page In Bidder(s) Proposal	Comments
Client Completion			To be completed by Bidder(s)	
	The minimum functional threshold is 90 Points. Bidders who score less than this threshold will be disqualified and not be considered for Supplier Presentations.			

PRESENTATION		20		
	<p>Part A: Bidder(s) presentation must not exceed 60 minutes</p> <p>Demonstration of Online Booking Tool</p> <ul style="list-style-type: none"> ○ Demonstrate how to make an Online Travel Request process works (3 points) ○ Demonstrate all travel management services that can be done on OBT and how OBT can be accessed by Travel Bookers (5 points) Flight, car, accommodation, shuttle, airport parking <p>Demonstration of Mobile Application</p> <ul style="list-style-type: none"> ○ Demonstrate all the services provided on the Mobile Application (5 points) ○ Ability to approve Travel Bookings via Mobile Application as well as via email (3 points). <p>Any Value-Added Services</p> <p>Provide information about the Value-Added Services noted in Point 11.1 Technical Evaluation that can be offered to PPECB. (4 points)</p>	<p>3</p> <p>5</p> <p>5</p> <p>3</p> <p>4</p>		
	TOTAL PRESENTATION	20		
	Functional Threshold			

	The minimum functional threshold is 15 Points. Bidders who score less than this threshold will be disqualified and not be considered for any further evaluation.
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VERY IMPORTANT:

- Technical documents must be arranged in sequence of the above criteria in a pack with clearly marked sections according to the headings listed above.
- Complete the “Bidder(s) page reference and page number” in the table above to ensure that your responses to the technical evaluation can be located.

7.4 Stage 4 – Bidder(s) Presentation

All Bidder(s) that meet the minimum requirements for the Technical Evaluation (80 out of 105) will be required to do a presentation to the Bid Evaluation Committee. The following items will need to be presented

- Demonstrate the completion of a Travel Request Form on the Platform – from the Traveller making the booking online and the Travel Request being sent to Travel Booker to make a booking.
- Demonstrate the functionality of the Online Booking Tool and the process of making a booking and to include a flight, car, accommodation and shuttle.
- Demonstrate the functionality of the Mobile Application and all the services that the Application can provide for Travellers
- Demonstrate on the Mobile Application how Approvers can approve a travel request which has been sent through for their Approval.
- Supply a list of value-added services and how these services will provide value to the PPECB.

The presentation will be scored out of 20 points. The score for the technical evaluation and the score from the presentation will then be combined to provide a total score out of 125.

7.5 Stage 5 – Price and Preference Evaluation

All Bidder(s) that pass all previous stage of evaluation (acceptable Bidder(s)) will qualify to be further evaluated on Price and Preference (B-BBEE).

The bid will be evaluated using the **80/20** preference point system as per the current Preferential Procurement Regulations.

Should it be required, PPECB may invite Bidder(s) to provide comprehensive written price details and may also invite Bidder(s) to present their pricing proposal. Should Bidder(s) not respond to these clarification questions in a reasonable time, PPECB reserves the right to no longer consider the Bidder(s) proposal.

To claim for preference points a Bidder(s) must submit proof of their B-BBEE status level in accordance with the relevant B-BBEE sector code as well as the completed and signed SBD6.1.

As per Regulations 5 and 6 of the Preferential Procurement Regulations, 2017, a tenderer (Bidder(s)) may not be awarded points for B-BBEE status level of contributor if the tender documents indicate that such a Bidder(s) intends sub-contracting more than 25% of the value of the contract to any other person not qualifying for at least the points that such a Bidder(s) qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise (EME) that has the capability and ability to execute the sub-contract.

The Bidder(s) must also note the B-BBEE provisions for Joint Ventures, Consortiums and Trust as documented in Section 3.11 above.

7.6 Stage 6 - Objective Criteria

In terms of Preferential Procurement Regulation 11 and section 2(1)(f) of the Preferential Procurement Policy Framework Act, the PPECB may consider the following objective criteria in the bid award:

- 1) The risk of fruitless and wasteful expenditure to the PPECB;
- 2) The risk of an abnormally low bid;
- 3) The risk of a material irregularity;
- 4) The PPECB reserve the right not to consider bids from Bidder(s) who are currently in litigation with the PPECB; and
- 5) The PPECB further reserve the right not to award this tender to any Bidder(s) based on the proven poor record of accomplishment of the Bidder(s) in previous projects within the PPECB and the referee submitted by the Bidder(s).

8 Financial Proposal

Points awarded for price

Note: Respondents are required to complete and return Pricing Schedule. The Bidder(s) Proposal must set out all pricing assumptions, including the applicable foreign currency exchange rates, applicable indices, and the like.

Only firm prices will be accepted. Non-firm prices (including prices subject to rates of exchange variations) will not be considered

All prices must be inclusive of VAT. No variation, to the accepted quote, will be allowed unless the Bidder(s) has obtained prior written approval from PPECB.

Points awarded for B-BBEE status level of contribution

In terms of Regulations 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points will be awarded to a Bidder(s) for attaining the B-BBEE status level of contribution in accordance with the table as set out in the Preference Points Claim Form. Bidder(s) must provide a valid BBEE certificate.

8.1 Notes on Quantities and Pricing

- a) To facilitate like-for-like comparison Bidder(s) must submit pricing strictly in accordance with this pricing schedule and not utilise a different format. Deviation from this pricing schedule will result in a bid being declared non-responsive.
- b) Please note that should you have offered a discounted price(s), PPECB will only consider such price discount(s) in the final evaluation stage if offered on an unconditional basis.
- c) Suppliers must submit a price schedule in which they set out the total cost breakdown of the prices they have quoted in their Proposals
- d) Please take note that the specified volumes are estimates and subject to change due to the seasonal resourcing fluctuations of the PPECB.
- e) Errors and omissions will not be accepted and only the total price submitted in your bid will be considered.
- f) The Tender must be quoted in its entirety in the pricing schedule No portion may be left blank – failure to quote on all components will disqualify you from the tender process
- g) Please ensure that a detailed description accompanies the pricing schedule that describes how the pricing has been derived

9 General Conditions of Contract and Special Conditions of Contract

- 9.1 The National Treasury's General Conditions of Contract (GCC) will apply and is enforceable on this tender (Refer **Annexure B**).

9.1.1 PPECB may not amend the GCC but may supplement this with its own Special Conditions of Contract (SCC).

9.1.2 Where there is a conflict between the GCC and the SCC the provisions of the SCC shall prevail.

9.2 Special Conditions of Contract

9.2.1 The PPECB reserves the right to reject any proposal found to be inadequate or non-compliant to the Terms of Reference.

9.2.2 The PPECB needs to be formally informed of any change/replacement of approved resources.

9.2.3 The replacement/Back-up resources need to be evaluated (by means of submitting a CV and relevant qualification as per this specification) and approved by the PPECB prior to commencement of work.

9.2.4 Non-Disclosure of Information

9.2.5 The successful Bidder(s) will be required to sign a formal agreement with the PPECB.

9.2.6 The Bidder(s) may not intend to assign, in whole or in part, any of its obligations to perform in terms of the contract to any third party, unless prior consent is obtained in writing.

9.2.7 A Bidder(s) may not intend to cede his right to payment in terms of a contract to a third party without prior written consent.

9.3 Insurance

9.3.1 The successful Bidder(s) will be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all descriptions issued in connection with this Tender.

9.3.2 Upon award of contract and prior to beginning work, the successful Bidder(s) must provide proof of insurance. Insurance must be maintained for the duration of the contract.

9.3.3 Bidder(s) are required to provide a sample certificate of insurance that indicates your company's limitations of liability as part of your tender response.

9.3.4 The Bidder(s) to submit a copy of public liability insurance

9.4 Assignment and Cession

9.4.1 A Bidder(s) may not assign, in whole or in part, any of its obligations to perform in terms of the contract to any third party, unless disclosed and prior consent is obtained in writing.

9.4.2 A Bidder(s) may not intend to cede his right to payment in terms of a contract to a third party without prior written consent.

9.5 News and press releases

Bidder(s) or their agents shall not make any news releases concerning this Tender or the awarding of the same or any resulting agreement(s) without the consent of, and then only in co-ordination with PPECB.

9.6 Quality

9.6.1 The quality of the products/services delivered shall not differ from that specified in Point 7 of this document.

9.7 Payment

9.7.1 The PPECB shall pay the Price to the appointed Bidder(s) in accordance with the contract signed pursuant to the award of this tender, which payment shall be subject to:

9.7.1.1 the Price being in accordance with the agreed quotes and as per the contract;

9.7.1.2 the Products/Services being received and accepted by the PPECB in terms of the contract;

9.7.1.3 Goods and Services VAT being included in the Price.

9.7.1.4 A correct purchase order number being quoted on the tax invoice.

9.7.2 The **Payments terms** shall be 30 Days from invoice date.

9.8 Subcontracting after Award

9.8.1 Should a Bidder(s) wish to change or appoint a new subcontractor after award the following conditions will apply.

9.8.1.1 Any changes to subcontracting arrangements must be done with the prior written approval of PPECB.

9.8.1.2 A Bidder(s) awarded a contract in relation to a designated sector, may not subcontract in such a manner that the local production and content of the overall value of the contract is reduced below the stipulated minimum threshold.

9.8.1.3 A Bidder(s) awarded a contract and awarded points for B-BBEE (preference points) during the evaluation process, may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an Exempted Micro Enterprise (EME) that has the capability and ability to execute the subcontract.

9.9 Duration of Contract

9.9.1 This Contract and/or Service Level Agreement shall commence on the Commencement Date and terminate after a period of 60 (sixty) months, subject to early termination hereof, or termination due to breach of contract. With an option to renew for an additional 24 (twenty-four) months on the same terms and conditions.

9.9.2 The duration of the Agreement shall be subject to an annual performance review by the PPECB, which shall entitle the PPECB to cancel this Agreement if the performance of the Services do not meet the required agreed performance standards.

9.9.3 The PPECB reserves the right to terminate without penalty if the successful tenderer is not able to honour the terms and conditions specified by the contract. Further to this, should there be any risk in terms of reputational damage by association the PPECB reserves the right to cancel the contract.

9.10 Legal Jurisdiction

The laws of the Republic of South Africa shall govern this Tender, and any subsequent agreement entered into. Bidder(s) accept hereby that the courts of the Republic of South Africa shall have jurisdiction.

DECLARATION BY THE BIDDER(S)

Only Bidder(s) who have completed the declaration below will be considered for evaluation.

Tender No: **RFP/FIN/TMS/2022/06 The Provision of Travel Management Services to PPECB** I hereby undertake to render services described in the attached Tender documents to PPECB in accordance with the requirements and task directives / proposal specifications stipulated in the Tender mentioned above at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the PPECB during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any Bidder(s) or any other person regarding this or any other proposal.

I accept that the PPECB may take appropriate action should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) Signature

DESIGNATION

WITNESSES:

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